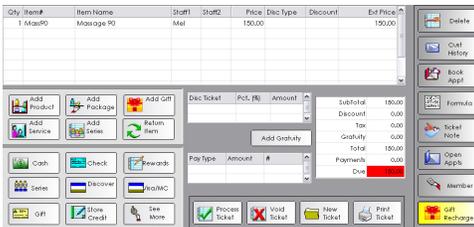


recharging gift certificates

Recharging is an easy way to add value and extend the expiration of existing gift certificates.

Recharging Gift Certificates Set Up

1. From the SalonBiz®/SpaBiz® menu bar, click on the Blueprints icon.
2. Click on the Ticket button.
3. Click the Set Default Settings button and scroll down to the question “Allow Recharging of Gift Certificates?”
4. Use the drop down menu at the top where it says answer here select Yes.
5. Click the Save Answer button.



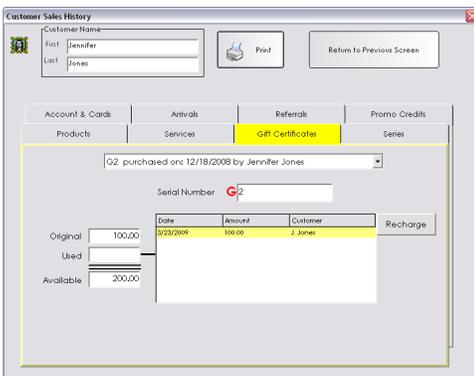
Recharging Gift Certificates

1. From the SalonBiz®/SpaBiz® menu bar, click on the Ticket icon.
2. Select an open ticket by double clicking one from the list or create a new ticket for the customer that needs to recharge their gift certificate.
3. Click on the Gift Recharge button located on the far right hand side of the ticket.
4. Highlight the gift certificate that needs to be recharged by clicking once.
5. Add the recharge total desired in the Amount to Add field then update the New Expiration Date and then click the Save Answer button.
6. The recharge amount is then added to the open ticket. You can continue adding products and services or simply proceed processing the ticket.



Viewing Recharges

1. From the SalonBiz®/SpaBiz® menu bar, click on the File Drawer icon.
2. Type in the customer's first and last name.
3. Click the Search button.
4. Open an individual customer information file by double clicking on their name.
5. Under the Address and Information tab click on the Customer History button.
6. Once you are in the Customer Sales History box select the Gift Certificates tab.
7. Choose a gift certificate from the drop down box to view all recharge history.



frequently asked questions

What report shows total amount recharged?

Under the Report icon category Gift Certificates you can pull the Gift Recharge Summary Report for a specific date range. Or you can view gift recharge purchases from the Sales Summary Report under the Ticket Icon.

What happens when I void a ticket?

When a gift recharge amount is on a ticket that needs to be voided the total amount in the recharge field is also voided from the original gift certificate.

Can I recharge any gift certificate?

Yes, gift certificates can be recharged at any time.

How do I redeem a recharged gift certificate?

Simply use the Gift payment type when processing a ticket. It is the same procedure you use for all gift certificate payments.

What if I make a mistake?

You can easily void tickets with recharge mistakes to correct a miscommunication or adding too much or too little to a gift recharge. There is no need to append the customer balance.

Why should I recharge?

Recharging gift certificates is a more cost efficient way of selling gift certificates to repeat clients. The cost of the gift certificates themselves can get expensive; recharging allows you to save money while making it easier on the client.

